



# SBO Strategic Planning

SEBC Meeting - January 13, 2020



# SBO Training Team

- Special thanks to the SEBC for your support for additional SBO training staff/resources
- Training/Education Administrator II (*New Position*)
  - Role & Responsibilities
    - Lead a team of two training staff (Training Education Administrator I and Trainer/Educator III (*New Position*)) tasked with
      - Strategic planning
      - Training/education & communications
      - Outreach efforts
    - Develop, disseminate, present and evaluate
      - Communications (print and electronic)
      - Training courses (instructor-led, virtual and computer-based)
    - Coordination of the state's annual Open Enrollment
- As of mid-January, all three positions are now staffed and training is underway

# SBO Strategic Planning

Focused on actions and progress toward furthering both:

**DHR Initiatives**

**GHIP Strategic Framework Initiatives**

# SBO Strategic Planning – DHR Initiatives

- Disability Insurance Program (DIP) and/or Return to Work (RTW) Outreach
  - **Goal:** Ensure HR/Benefits staff have the necessary understanding of the programs, policies/procedures and responsibilities, as well as the required tools and resources, as we transition to the new DIP administrative platform
  - Timeline and plan of action
    - January 2020
      - Distribute online questionnaire and compile and analyze results/feedback
      - Identify HR/Benefit/Payroll staff to participate in focus groups
    - February 2020
      - Conduct focus group meetings to gather feedback to assist with development of trainings and to prioritize and collect input on changes to websites, procedures, policies and communications
    - February 2020 – June 2020
      - Update and revise procedures, policies and information on SBO and Ben Rep websites and revise and/or develop template employee communications for HR/Benefit staff use
      - Conduct training and education for HR/Benefit/Payroll staff
    - July 2020 – October 2020
      - Provide specific training and education on the new DIP administrative platform; This will be conducted in partnership with The Hartford
    - November 2020
      - Launch new DIP administrative platform

# SBO Strategic Planning – DHR Initiatives

- Create HB203 Diabetes Report, in conjunction with DPH and DMMA, and provide to General Assembly every two years (first report provided in June 2019)
- Increase engagement with agency/school leadership & HR/Benefits staff
  - Provide annual Score Cards and work with them to create agency-specific plans
- Benefits Enrollment Options
  - Explore enhanced PeopleSoft solutions
  - Future thinking: Integrated Benefits Platform

# SBO Strategic Planning – GHIP Initiatives

- As the “*administrative arm*” of the SEBC, SBO is tasked with executing the plans set forth in the GHIP Strategic Framework
- SBO met with WTW in September 2018 to formally map out tactics and actions related to the following goals:
  - Reduction of GHIP diabetic cost PMPM by 5% by the end of FY2021
  - Reduction of gross GHIP trend by 2% by end of FY2020
  - Incremental increase in users engaged in consumerism tools by > 5% annually
- SBO maintains a comprehensive tracking spreadsheet
  - Action, specifics and delivery date
  - Baseline measurement
  - Process measurement
  - Goal measurement
- CY2019 Progress on Goals expected by end of March 2020

# Questions?



# Thank You



Phone: 1-800-489-8933

Email: [benefits@delaware.gov](mailto:benefits@delaware.gov)

Website: [de.gov/statewidebenefits](http://de.gov/statewidebenefits)

Like us on Facebook: [delawarestatewidebenefits](https://www.facebook.com/delawarestatewidebenefits)

# Supplemental Slides

# SBO Training Team

- **Goal: Enhance engagement and member education, including targeted outreach**
  - 2020 Benefits Open Enrollment
    - More robust health fairs
    - Curriculum of training videos for employees and HR/Benefit reps
  - Create an online course about each benefit program
  - Create a library of instructor-led courses
    - Examples
      - » *“Safe & Quality Care Starts with You”*
      - » *“Using Technology to Make Healthcare Decisions”*
      - » *“Everything you Need to Know About Your Prescription Coverage”*
      - » *“Road to Wellness: Prevention & Condition Management”*
  - Offer ability to come onsite at organizations (i.e., staff meetings, conferences, special events, etc.)
  - Targeted communications based upon individual needs and enrollment

# Diabetes Reduction

- Educate GHIP members on
  - Importance of preventive care, wellness and lifestyle risk reduction
  - Availability of Diabetes Prevention Programs (DPP)
  - Management of chronic diseases and availability of enhanced care management programs
  - Benefits available to diabetics
- Examples of Actions Taken
  - Distributed communications regarding prevention and management programs (including DPH Self-Management Programs)
  - Promoted health and wellness events at local hospitals
  - Provider education about DPP in Medical Society Newsletter
  - YMCA onsite visits for DPP
  - Presented info at statewide leadership meetings
  - Created and promoted “Diabetes Resources” page on SBO website

# Reduction of GHIP Trend & Increase Use of Consumerism Tools

- Educate GHIP members on
  - Importance of preventive care and options available
  - Lower cost alternatives for care
  - Importance of actively participating in Open Enrollment and using medical plan selection tool (myBenefits Mentor (mBM))
- Examples of Actions Taken
  - Redesigned SBO “Benefits Bulletin” eNewsletter to include SEBC corner and member testimonials
  - Created and promoted online video that provides overview of health plans, new programs, preventive care, site of care, etc.
  - Sent communications regarding actively participating in Open Enrollment and using mBM tool
  - Encouraged member engagement during Open Enrollment that resulted in department challenges
  - Presented info at statewide leadership meetings
  - Created and disseminated score cards
  - Enhanced SBO’s “Choosing the Right Care” page with *Quality & Patient Safety* and *Patient Engagement* resources
  - Sent communications regarding new programs (i.e., SurgeryPlus), site of care options and costs & hospital safety